

**MICHIGAN DEPARTMENT OF CIVIL SERVICE  
JOB SPECIFICATION**

**EMERGENCY DISPATCH SUPERVISOR**

**JOB DESCRIPTION**

Employees in this job supervise and may participate in the performance of state police emergency dispatch activities. The work is performed through the application of a body of knowledge related to procedures, practices, manuals, policies, rules, regulations, or laws; and the materials and equipment of the emergency dispatcher service. The work requires knowledge of supervisory techniques, personnel policies and procedures, emergency dispatch practices and terminology, CPR, and other life-saving instructions, and instruction and guidelines of the work area. The employee works within general methods and guidelines, and exercises discretion in supervising the work of subordinate employees.

There is one classification in this job.

**Position Code Title – Emergency Dispatch Supervisor-1**

**Emergency Dispatch Supervisor 10**

The employee serves as a first-line supervisor directing the work of emergency dispatch operators.

**JOB DUTIES**

**NOTE:** The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

Selects and assigns staff, ensuring equal employment opportunity in hiring and promotion.

Coordinates activities by scheduling work assignments, setting priorities, and directing the work of subordinate employees.

Evaluates and verifies employee performance through the review of completed work assignments and work techniques.

Identifies staff development and training needs and ensures that training is obtained.

Ensures proper labor relations and conditions of employment are maintained.

Maintains records, prepares reports, and composes correspondence relative to the work.

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Reviews and interprets goals and objectives of the work area in order to resolve problems, make recommendations for changes in instructions and/or guidelines, and assure the adequacy of work products.

Designs, revises, and/or reviews work instructions for the area, and interprets them for the subordinate employees.

Monitors, directs, and participates in emergency dispatching work.

Overviews and assures the maintenance of record-keeping and/or filing systems for the work area.

Assures work product quality and quantity control in accordance with state police guidelines and directives.

Releases confidential information and/or materials to authorized personnel according to work area instructions.

Maintains favorable public relations.

Performs related work appropriate to the classification as assigned.

### **JOB QUALIFICATIONS**

#### **Knowledge, Skills, and Abilities**

Thorough knowledge of the application of instructions and guidelines to specific problems.

Thorough knowledge of state police emergency dispatch operations.

Thorough knowledge of CPR and other life saving techniques.

Thorough knowledge of supervisory techniques.

Considerable knowledge of personnel practices.

Considerable knowledge of personnel needs to meet staffing and training requirements.

Ability to supervise and evaluate employees.

Ability to determine the need for revision and/or change in work area instructions.

Ability to interpret and explain appropriate work instructions and guidelines to subordinate employees.

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Ability to interpret goals and objectives in order to evaluate work products.

Ability to organize and/or plan record keeping and/or filing systems for the work area.

Ability to solve problems related to the work.

Ability to quickly and accurately make decisions involving life threatening and other emergency conditions.

Ability to communicate effectively.

Ability to maintain composure under stressful conditions.

Ability to read maps and to effectively direct emergency personnel to locations of crime or incident.

Ability to maintain favorable labor relations.

### **Working Conditions**

The work is performed at a State Police Post or other communication centers.

### **Physical Requirements**

The job duties require an employee to work under stressful conditions.

The job duties require an employee to be absent of any physical limitation which would impair effective performance in the Department of State Police.

### **Education**

Educational level typically acquired through completion of high school.

### **Experience**

Three years of experience equivalent to a State Police Emergency Dispatcher 7.

### **Special Requirements, Licenses, and Certifications**

None.

**NOTE:** Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

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**JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION**

**Job Code**

**Job Code Description**

EMRDISSPV

Emergency Dispatch Supervisor

**Position Title**

**Position Code**

**Pay Schedule**

Emergency Dispatch Supervisor-1

EMRDSPV1

NERE-011

ECP Group 3  
Revised 2-26-2002  
EAF/VLWT/MP/VT/mtu